

WS-02987A-08-0180

ORIGINAL



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OPEN MEETING AGENDA ITEM  
ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard MartinezPhone:Fax:Priority: Respond Within Five DaysOpinion      No. 2010 - 91340Date: 11/19/2010Complaint Description:      08A Rate Case Items - Opposed  
N/A Not ApplicableComplaint By:      First: JamesLast: SkiotesAccount Name:Home:Street:Work:City:      San TanCBR:State:      AZ      Zip: 85143is: E-MailUtility Company:      Johnson Utilities L.L.C. d/b/a Johnson Utilities CompanyDivision:      WaterContact Name:Contact Phone:Nature of Complaint:

Docket No. WS-02987A-08-0180

Johnson Utilities attempted a rate increase a few months ago and was turned down by the ACC and in fact the ACC mandated that they lower their rates. Johnson Utilities was ordered to refund their customers a percentage of their bills for July, August and September. Beginning with their October billing cycle, they have initiated a late fee policy of \$40 for wastewater and 1.5% late fee for water if payment is not received on or before the due date (no grace period). This note is not prominently displayed on the bill, it is in small font in the lower left corner of their bill statement. Many customers will not see this notice and will be unpleasantly surprised by a large late fee! Johnson Utilities is run by crooks and this is their effort to gain revenues that will not be gained from their request for a rate increase which resulted in a rate decrease.

(two attachments - copies of both the September and October 2010 highlighting that no \$40 late fee notice is on the bill--instead a 1.5% late charge is listed on the bill)

\*End of Complaint\*

Utilities' Response:

Arizona Corporation Commission

DOCKETED

NOV 19 2010

Investigator's Comments and Disposition:

11/19

Emailed to Phoenix office for docketing. FILE CLOSED DOCKETED BY

\*End of Comments\*

Date Completed: 11/19/2010Opinion No.      2010 - 91340

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ARIZONA CORPORATION COMMISSION

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